

CITY OF BURBANK

CUSTOMER PROGRAMS COORDINATOR

DEFINITION

Under direction, to develop and implement programs in support of and carry out various activities related to commercial and industrial customer accounts.

ESSENTIAL FUNCTIONS

Receives and resolves problems concerning rates, billing, maintenance, and engineering operations; recommends, develops, and implements energy and water conservation activities and programs including educational and informational programs; promotes City programs and services; makes energy efficiency recommendations to customers and offer facility energy audit services; conducts research and analysis and recommends and develops marketing materials including web-based materials; plans and prepares customer workshops; assists with negotiating and implementing customer service agreements; participates with and makes presentations to business and community associations and groups, etc.; assists in annual budget preparation; coordinates community events; supervises staff; and performs other duties as requested; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – utility business and related services; marketing principles, methods and techniques; conservation and resource efficiency techniques, and delivery methods.
- Ability to – communicate clearly and concisely, both orally and in writing; analyze market trends and make recommendations regarding customer programs, service, and accounts; assess customer needs; design, deliver and evaluate appropriate programs and packages; use appropriate computer hardware and software including but not limited to Microsoft Word, Excel, and Power Point; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes but is not limited to: a Bachelor's Degree in business, marketing, economics, environmental science, or a closely related field, and two years experience in managing and implementing marketing, sales, business retention, or related programs. Experience in electric, water, natural gas or power utility is preferred.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment.

SUPPLEMENTAL INFORMATION

None.